

State of New Hampshire
Frequently Asked Questions for Retirees
CVS CAREMARK PRESCRIPTION BENEFIT PROGRAM

MAINTENANCE MAIL ORDER PROGRAM

Q. Will the mail order save me money?

A. You and the State's Prescription Benefit Program save money when you order maintenance or long-term prescriptions through the mail order. This is due to the cost savings received when prescriptions are filled through CVS Caremark's Mail Service Pharmacy. Your copay through the mail order is for up to a 90-day supply, whereas you will pay your retail copay each month for up to a 31-day supply at a time. For example, if you are taking a preferred brand name medication you will pay **\$40** for a **90-day supply** through the **mail order**; the cost would be **\$60** (\$20 times 3 months) at the **retail pharmacy** for the same supply.

Below is an example illustrating the cost savings to you and the State when prescriptions are filled through the mail order program:

<u>Medication*</u>	<u>You Pay</u> <u>for a 90-Day Supply*</u>		<u>State Pays</u> <u>for 90-Day Supply*</u>	
	Retail Pharmacy	Mail Order	Retail Pharmacy	Mail Order
Nexium Caps 40mg	\$60	\$40	\$516.93	\$463.35
	You Save: \$20		State Saves: \$53.58	

**Prescription instructions are for one tablet daily: retail pharmacy would dispense up to 31 tablets at a time and mail order would dispense 90 tablets. For illustrative purposes, example shows cost for 90-day supply at both retail and mail.*

Q. Why would I be receiving letters from CVS Caremark about mail order?

A. CVS Caremark will mail a personalized letter to you if you were filling your maintenance or long-term prescriptions at the local retail pharmacy. The letter provides details about your specific medications and explains how to use CVS Caremark's Mail Service Pharmacy. It will be mailed to you after your third fill at the retail pharmacy to let you know the medication is considered long-term or maintenance and should be filled through the mail order. Unless you use CVS Caremark's mail service for your long-term medications or call to opt-out of mail order (See Mail Order Opt-Out Program information below), you will pay the full cost of the medication beyond the three fills allowed by the plan. You will also receive the same letter if you fill any new maintenance or long-term medication at the retail pharmacy.

Q. How do I begin using the mail order program for my long-term prescription needs?

A. Simply ask your doctor to write a new prescription for up to a 90-day supply plus three refills (if appropriate). If you need medication right away, ask your doctor to write another prescription for up to a 31-day supply to fill at the retail pharmacy.

Next, complete a *CVS Caremark Mail Service Order Form* and mail it to the CVS Caremark address on the form along with your prescription and copayment. You can download a PDF of the form from the State's website at <http://admin.state.nh.us/hr/formsH&D.html> or contact the Local Government Center at 800-527-5001 for assistance in obtaining the form. Each time you receive your prescription order additional mail order forms are provided.

Q. Can my doctor fax new prescriptions directly to CVS Caremark or be contacted to obtain the prescription?

A. Your doctor can fax new prescriptions directly to CVS Caremark by calling **800.378.5697**. CVS Caremark can also contact your doctor directly to obtain a new prescription for you. To get that process started, call CVS Caremark at **800.875.0867** or log into the CVS Caremark portal at www.caremark.com and then click on Start a New Prescription > FastStart. Please be prepared to provide the names of your medicines and your doctor's name and phone number. Once CVS Caremark receives your faxed prescription orders, they will begin processing immediately.

Q. What should I do if my doctor will not fax a prescription to CVS Caremark?

A. Ask your doctor for a written prescription and complete the *CVS Caremark Mail Service Order Form*. You can download a PDF of the form from the State's website at <http://admin.state.nh.us/hr/formsH&D.html> or contact the Local Government Center at 800-527-5001 for assistance in obtaining the form. Each time you receive your prescription order additional mail order forms are provided.

You should then send your original prescription, completed form and appropriate copay directly to CVS Caremark, PO Box 2110, Pittsburgh, PA 15230-2110.

Q. Are there any online services available to help me manage my prescription benefits?

A. You can connect to a variety of secure features online at www.caremark.com that allow you to request mail order refills, check the status of recent orders, access prescription drug history, price medications and much more. To access these services, just complete the site's easy registration process.

Q. How do I order future prescription refills or renewals?

A. There are many convenient options to obtain refills. You can initiate your prescription refills 1.) online at www.caremark.com; 2.) by calling CVS Caremark at **888.726.1630**; or 3.) by completing the *CVS Caremark Mail Service Order Form* and mailing it directly to CVS Caremark. You can also have your prescription refills automatically sent to you by requesting the *Automatic Refill* feature online or call CVS Caremark. When it's time for you to renew your prescription (usually after one year), you can choose to obtain a new prescription from your doctor directly or request the *Automatic Renewal* feature; CVS Caremark will contact your doctor for you. You can also select this feature online or call CVS Caremark.

Q. What if I do not have access to the internet?

A. There are many convenient options to obtain refills. You can initiate your prescription refills by calling CVS Caremark at **888.726.1630** or by completing the *CVS Caremark Mail Service Order Form* and mailing it directly to CVS Caremark. You can download a PDF of the form from the State's website at <http://admin.state.nh.us/hr/formsH&D.html> or contact the Local Government Center at 800-527-5001 for assistance in obtaining the form. Each time you receive your prescription order additional mail order forms are provided.

You can also have your prescription refills automatically sent to you by requesting the *Automatic Refill* feature by calling CVS Caremark. When it's time for you to renew your prescription (usually after one year), you can choose to obtain a new prescription from your doctor directly or call CVS Caremark to request the *Automatic Renewal* feature; CVS Caremark will contact your doctor for you.

Q. How long will it take for me to receive my mail order prescriptions?

A. New prescriptions will arrive 7 to 10 days from the time CVS Caremark receives your order. Refills are delivered within 5 to 7 days from the time CVS Caremark receives your request.

Q. Do I receive confirmation that my order has been shipped?

A. If your e-mail address is on file with CVS Caremark, you will be notified both when your order has been received and when it's shipped. If your order requires expedited shipping or a signature, CVS Caremark will also call you to advise when delivery is expected.

Q. How do I pay for my prescription order?

A. You can pay for your order with a check, money order, credit or debit cards. You can also select the "Bill Me Later" feature, a convenient and secure way to pay for purchases, and similar to a credit card.

Q. What if I do not have a bank account or a credit card? I pay all my bills in cash, so how would I pay?

A. You can always pay with a money order; these are available at your local bank or some retail locations.

Q. Do I have access to a pharmacist when using the mail order?

A. Just like your local retail pharmacy, registered pharmacists are available for consultation by calling CVS Caremark toll-free at **888.726.1630**. Pharmacists are available 24 hours a day, seven days a week.

Q. Can I select different shipping addresses to send my prescription order to?

A. Yes. You can select a different shipping address to mail your prescription order to at any time.

Q. Can my order be shipped to a PO Box?

A. Your mail order prescription can be shipped to a PO Box if delivery is being made by your local mail service carrier. If your package is coming through another service carrier, such as Fed Ex or UPS, your order typically cannot be shipped to a PO Box.

Q. I am concerned about delivery to my home? Can my mail order be delivered to my local pharmacy for pick up?

A. CVS Caremark is not authorized to deliver your medication to your local retail pharmacy.

Q. Do I have to pay any shipping charges when ordering prescriptions through the mail?

A. Regular delivery will always be free. If your medication requires special handling, for example, overnight or next day delivery, it will also be free. However, if you specifically request expedited handling or shipping, for example, you are late placing your order and it's not required for your order, you would be charged for the additional services.

Q. What if my medication requires refrigeration or special handling?

A. CVS Caremark handles all prescription orders with the utmost care. Each facility has the appropriate quality and safety procedures in place to ensure that all medication is delivered effectively, including temperature sensitive medication. For example, diabetic insulin requires refrigeration and, depending on the destination temperature, will be shipped overnight or via next-day delivery with a cold gel pack. It is also bubble wrapped to protect against moisture and packed in an insulated, expandable plastic bag. There are also shipping procedures in place to prevent medications from freezing and spoiling. There is no cost to you for special shipping requirements. Most of CVS Caremark's shipments are enclosed in a plastic poly bag and will not indicate it is coming from a pharmacy.

Q. What if my medication is damaged?

A. You should contact CVS Caremark or LGC immediately if your medication is damaged. CVS Caremark has specific procedures to follow in the rare event your medication is damaged. In these cases, CVS Caremark will issue another supply to you through the mail order. If you do not have enough medication remaining, CVS

Caremark will authorize a short-term supply for pick-up at the retail pharmacy. Your copay will be waived if you need to pick up an urgent supply at the retail pharmacy and for the new supply being sent through the mail order. CVS Caremark will send you a mailing envelope to return the medication so that it can be discarded properly for you. Returning the damaged medication is very important to ensure that the State also receives reimbursement for its costs.

Q. What if my medication is lost or stolen?

A. You should contact CVS Caremark or LGC immediately if your medication is lost or stolen. CVS Caremark has specific procedures and a verification process to follow in the rare event your medication is lost or stolen. In these cases, CVS Caremark will verify the package has been lost or stolen and they will issue another mail order supply to you once authorized by your doctor. A letter will be included with your new shipment for you to sign and return to CVS Caremark. It is important for you to sign and return this letter to ensure that you receive credit for the copays you were charged for the lost or stolen order. You should always file a report with your local police department if your medication is stolen. If you do not have enough medication remaining, CVS Caremark will authorize a short-term supply for pick-up at the retail pharmacy.

Q. What if I need my mail order medications and I am traveling out-of-state for a long period of time?

A. You can select a different shipping address to mail your prescription order to at any time. You can also request an additional supply of medication by calling CVS Caremark if you are going to be away for a long period of time. They will make certain that you have the necessary supply while you're away.

Q. Are there any provisions that can be made to fill my 90-day prescription at retail and receive the mail order copay?

A. No. You may only receive up to a 31-day supply of your medication at retail. If the medication is classified as maintenance you will need to either call to opt-out of the mandatory mail service feature or use the mail order service to fill your prescription once you have filled three times (one initial and two refills) at the retail pharmacy. If after the three fills you choose to continue filling at the retail pharmacy, and do not call to opt-out, you will pay 100% of the medication's cost.

Q. Are there any drugs prohibited from mailing? If so, which ones?

A. There are some specific categories of medications that cannot be mailed or may require specific delivery restrictions. Some medications, such as pain relief or sleep agents, are not classified as maintenance (although they may be for your treatment). You can continue filling these types of prescriptions at your local retail pharmacy. If you have specific questions about your medication, you can call CVS Caremark or LGC.

Q. Can I receive medications that are classified as “controlled substances” through the mail order?

A. You can obtain many controlled substances through the mail order; however, some do require signature upon delivery. Some may also require a new prescription for each fill and have dispensing restrictions that would only allow a certain day supply vs. a 90-day supply. Examples of controlled medications are pain relief and sleep agents. Check with your doctor if you are taking a controlled substance to determine if there are any restrictions and if it would be appropriate for you to fill through the mail order. However, it is important to note that you can continue filling most controlled substances for up to a 31-day supply at the retail pharmacy; you are not required to use mail order when filling these types of prescriptions.

Q. Can I still use the retail pharmacy for my short-term prescription needs and other non-maintenance type medications?

A. You can continue to use a retail pharmacy for your short-term prescription needs and for other non-maintenance type medications, such as antibiotics, pain relief and sleep agents. You can go to any retail pharmacy to fill your prescriptions and are not required to use a CVS pharmacy.

Q. If I prefer to not use mail order and choose to fill my maintenance or long-term prescription at retail, how will this be handled? Do I pay in full? Do I pay the difference between retail and mail order?

A. After the three fills (one initial plus two refills) for maintenance or long-term prescriptions, you would be responsible for paying 100% of the cost. The cost will vary depending on the retail pharmacy you choose. Please note that this amount will not be applied toward your calendar year out-of-pocket maximum.

You can also call CVS Caremark and ask to opt-out of the mandatory mail order program. You may then receive up to a 31-day supply at your local pharmacy and will pay the retail copay. (See Mail Order Opt-Out Program information below.)

Q. If my maintenance medication requires delivery more frequently than 90 days, must I still send it through mail order? What do I pay for a copay? One copay for each delivery or one for each 90 days?

A. Generally, medications that are classified as maintenance allow for supplies of up to 90-days. You should always discuss your treatment options with your doctor. If the medication is classified as maintenance, even if delivered more frequently, you can fill your prescription through the mail order and you would be responsible for the appropriate mail order copay for each prescription. You may also call CVS Caremark and ask to opt-out of the mandatory mail order program for this medication. You may then obtain the prescription for up to a 31-day supply at your local retail pharmacy and pay the retail copay. (See Mail Order Opt-Out Program information below.) Please note that if the medication's cost is less than your copay amount, you will pay the lesser amount.

However, if the medication is classified as a specialty medication it will fall under the Specialty Drug Program provisions and you would need to fill through CVS Caremark's Specialty Pharmacy. Often times these medications need to be delivered more frequently. CVS Caremark has the quality and safety procedures in place to ship medications as frequently as necessary. For specialty prescriptions that must be filled more frequently, such as every two weeks or monthly, you would pay your retail benefit copay for each supply. If your specialty prescription can be filled every 90 days, you would pay the mail order benefit copay for each supply. (See Specialty Drug Program information below.)

Q. How do I get my medications that are normally mail ordered or classified as specialty if for some reason I need them on an urgent or emergency basis?

A. CVS Caremark has specific procedures to follow if you need your medications on an urgent or emergency basis. For example, if you do not have enough medication remaining we will authorize a short-term supply for you to pick-up at your local retail pharmacy and you will pay your appropriate retail copay. Contact CVS Caremark or LGC immediately if you have an urgent or emergency situation.

Q. What should I do with my mail order medications if my doctor changes the prescription and I just received a shipment or still have a large supply remaining? Do I have to pay more if the prescription is changed during a mid 90-day period?

A. You should discard the supply of medication or you can return the supply to CVS Caremark for proper destruction of the medicine. You should contact CVS Caremark if you will be returning the medication to them and they will issue you a special shipping envelope to use. You will still be responsible for the applicable copay amounts for each supply, regardless if the medication is changed during the 90-day period. If your

physician informs you that the quantity or dosage amounts may need to be adjusted (this happens often with thyroid treatment), it is important to remember that you may fill each new prescription for up to three fills at the retail pharmacy (one initial plus two refills), before filling through mail order.

Q. I have had multiple physicians prescribing medications. How can I be assured that a mail order pharmacist knows my background and is not just filling prescriptions without knowing my therapy treatment?

A. All mail order prescriptions are filled with the utmost care by registered and skilled pharmacist. Additionally, these pharmacists can review all retail and mail order prescription history, whereas the retail pharmacist can only view prescriptions filled at their pharmacy location (CVS Caremark does provide alerts to retail pharmacists if possible through the online claims processing system). This is of course extremely important in order to identify potentially harmful prescription drug interactions. Please also note that pharmacists are always available 24-hours a day for consultation.

MAIL ORDER OPT-OUT PROGRAM

Q. What is the Mail Order Opt-Out Program?

A. The Mail Order Opt-Out Program is designed to provide more flexibility in those situations where mail order requirements create an unanticipated or unique hardship on some individuals. The program provides you with the choice of filling your maintenance or long-term prescriptions through CVS Caremark's mail order pharmacy or at a retail pharmacy location.

Q. I like using the mail order program and do not want to opt-out. Do I have to do anything?

A. If you currently use the mail order and enjoy its cost savings and convenience, you do not have to do anything.

Q. What do I have to do to opt-out of the mail order program?

A. To begin the process, call CVS Caremark at 888-726-1630, give the Customer Care Representative your ID number, and tell them you would like to opt-out of the mail order program. They may ask you a few questions, specifically about your concerns you have with the mail order program.

Q. Can I call Local Government Center (LGC) to opt-out of the mail order program?

A. No. You will need to call CVS Caremark at 888-726-1630 to opt-out of the mail order program.

Q. Can I make the call to opt-out my family members or would they need to call separately?

A. You can make the request for any dependent child 17 or younger; spouses and dependent children 18 and older will need to call separately to opt-out.

Q. When I make the call to opt-out, when does this take effect?

A. Your request to opt-out for all of your long-term or maintenance prescriptions, including newly prescribed ones, will take effect immediately after you call and a CVS Caremark representative confirms your election.

Please remember that mail order will continue to be an available option for filling your prescriptions even if you elect to opt-out.

Q. If I have not transitioned to mail order to receive my prescriptions, do I still need to call to opt-out of the program to continue filling these at the retail pharmacy?

A. Yes. You should call to opt-out **before your next fill at the retail pharmacy** to avoid paying 100% of the medication's cost and to ensure coverage beyond your third fill at the retail pharmacy for long-term or maintenance medications. Once you call to opt-out, if you continue to fill your medications at retail you will pay the retail copay for your medication and are limited to a 31-day supply per prescription.

Q. If I decide to opt-out of the mail order program, can I later decide to opt-in, for example, six months later?

A. Yes. You can opt back in at any time. It is important to remember that mail order will continue to be an available option, even if you elect to opt-out. Upon opting back in to the mail order program, you will be subject to all the provisions of the Maintenance Mail Order Program.

Q. When I called, they asked me why I wanted to opt-out? Why do I have to tell them?

A. While you are not required to tell them, understanding why our members are choosing to opt-out of the mail order program will help the State Health Benefit Program to better design and manage the program going forward.

Q. When I called and told them the problem(s) I was having with mail order, CVS Caremark explained to me how I could make the mail order program work for me. Do I have to stay in the mail program?

A. If CVS Caremark provides a recommendation on how the program can work for you, then it may be beneficial for you to remain in the program. However, the representative cannot require that you stay in the program.

Q. I would like to opt-out for only a few of the medications I take. Can I call to opt-out for only some and choose to fill others at the retail pharmacy?

A. Yes. You can choose to fill all or some of your prescriptions at the retail pharmacy or through the mail order. For those medications you fill at the retail pharmacy you will pay the retail copay and are limited to a 31-day supply per prescription.

***For example:** If you have three long-term or maintenance prescriptions and you want to fill two through mail order and one at retail, you will still be able to do so even if you have elected to opt-out.*

It is important to understand the process so you do not receive the same prescription from both the retail pharmacy and mail order. For example, if you do not want to have a particular prescription processed through mail order, you can tell the CVS Caremark Customer Care Representative to cancel it. Most importantly, **if you decide to change the method of how you fill your prescriptions and you had elected auto-refill or renewal at the retail pharmacy or through mail order, please remember to cancel; otherwise, you will be responsible for the applicable copay charged (both the mail order and retail copays). See the below question and answer on how to opt-out of auto-refill or renewal for mail order.**

Q. How do I remove the auto refill or renewal from my mail order prescriptions?

A. When you speak with the CVS Caremark Customer Care Representative you can request the removal of auto refill or renewal for those prescriptions you plan to fill at the retail pharmacy. You can also remove the auto refill or renewal for any prescription through your individual account online at *Caremark.com*. If you are certain you do not want the prescription processed through mail order, you can tell the CVS Caremark Customer Care Representative to cancel the prescription completely to avoid any confusion. Should you choose to obtain your prescription through the mail order at a later time, you will need to obtain a new prescription from your doctor.

Q. Can I receive a 90-day supply of my maintenance medications at retail?

A. No. You cannot receive a 90-day supply at retail pharmacy locations. The Plan only allows up to a 31-day supply per prescription at retail pharmacy locations.

Q. Can I fill my generic medications at retail and pay the \$1 generic copay?

A. No. The \$1 generic copay program is only for those prescriptions processed through the mail order program.

Q. I have elected to opt-out of the mail order program but still want to fill some of my new prescriptions through mail order. Will sending some prescriptions through mail order cause the long-term medications I currently receive at the retail pharmacy to be processed through mail order?

A. You can send your new prescriptions through to the mail order at any time, even if you have called to opt-out. Sending some prescriptions to mail order will have no affect on any prescriptions you may be currently filling at the retail pharmacy as a result of your election to opt-out.

Q. I am currently using the mail order program and wish to opt-out. Do I have to ask my doctor for new prescriptions if I elect to opt-out? Why would I have to do this? Why can't the retail pharmacy use the ones I sent to CVS Caremark for mail order?

A. You will need to obtain new prescriptions from your doctor for medications you currently fill through mail order but wish to fill at the retail pharmacy. The prescriptions which have been processed through mail order are for a 90-day supply. The Plan only allows for up to a 31-day supply at the retail pharmacy for each prescription, thus you will need to call your doctor for new prescriptions.

Q. My spouse is in a nursing home. The nursing home will not allow me to bring medications into the home and require any medication be provided through the nursing home. Is this a situation which would qualify for the Mail Order Opt-out Program?

A. Yes, this is an example of the type of situation the health benefit program had in mind when the Mail Order Opt-Out Program was implemented. Your spouse should call CVS Caremark and request to opt-out. If your spouse is unable to make the call for his or herself, the person with a medical power of attorney may call on behalf of your spouse.

Q. I am concerned about my medications coming to my home. I travel a great deal of time and worry that my medications will be in my mail box while I am away. Can I opt-out of the mail order program?

A. Yes. An extended or irregular travel schedule would be an example of an unusual or unanticipated situation that might make using the mail order program difficult. However, remember that other than the actual timing of the delivery, you will be less likely to be out of medication if you fill your prescriptions through mail order. You will receive a 90-day supply and can also place your medications on auto-refill or renewal so you do not have to remember to call or pick up refills from the local retail pharmacy when you are traveling.

Q. For my specialty prescriptions that I have been receiving through the specialty mail order, does this Program change mean that I do not have to use CVS Caremark's Specialty Pharmacy for my specialty prescriptions?

A. No. The terms of the Specialty Pharmacy Program remain the same. You should continue using CVS Caremark's Specialty Pharmacy to fill your specialty prescriptions. CVS Caremark's Specialty Pharmacy is a mail order facility dedicated to dispensing these types of medications.

GENERIC EQUIVALENT PROGRAM

Q. What if I would like my prescription filled with the brand name medication and do not want to take the generic equivalent if available?

A. You and the State's prescription Benefit Program save money when you use generic equivalents. Generic medications often cost much less than the brand name. If you personally requested the brand name medication and your doctor has not included specific instructions on the prescription to "dispense as written" or similar instructions, you will pay the generic copay **plus** the difference in cost between the generic and brand name medication at the retail pharmacy and through the mail order. This additional cost will not be applied to your calendar year out-of-pocket maximum. Below is a mail order example:

Brand Name Cost*	Generic Equivalent Cost*	You will pay for the 90-day supply through mail order
Prevacid 30mg: \$530.37	Lansoprazole 30mg: \$151.66	\$379.71 (\$530.77 - \$151.66 = \$378.71 + \$1 generic copay)

**Prescription instructions are for one tablet daily: Mail order would dispense 90 tablets.*

To avoid paying these additional costs, discuss your treatment options with your doctor and ask for a new prescription if appropriate. If it's medically necessary for you to take the brand name medication and your doctor did not specify this on the original prescription, ask your doctor for a new prescription that includes these instructions.

Q. Will the mail order program substitute my brand name prescription if a generic equivalent is available?

A. Brand name medications are much more expensive than generic medications and, in most cases, not any more effective. When sending away for your prescriptions through the mail order, prescriptions will be automatically filled with the generic equivalent if available. If it's medically necessary for you to take the brand name, just ask your doctor to write "dispense as written" or similar instructions on the prescription. If your doctor determines the prescribed medication is medically necessary for treatment, your doctor can inform CVS Caremark that no substitution should take place. CVS Caremark's pharmacist may contact your doctor directly to clarify the instructions on the prescription.

Q. What if I can only use a certain manufacturer of a medication for medical reasons?

A. You should ask your doctor to write the specific manufacturer on your prescription. You can rest assured that the prescription will be filled appropriately based on the instructions provided on the prescription.

Q. Will generic medications cost me less?

A. Your copay for generic medication is less than the copay for brand name medications. In fact, you can save even more by filling your generic prescriptions through the mail order. You will pay only \$1 for up to a 90-day supply for each prescription.

EXCLUSIVE SPECIALTY DRUG PROGRAM

Q. What are specialty medications?

A. Specialty medications are used to treat chronic or genetic conditions, such as Multiple Sclerosis, Rheumatoid Arthritis, Hepatitis C, and are often infused or injected.

Q. Why can't I fill my specialty prescriptions through the retail pharmacy? Why do I have to use CVS Caremark's Specialty Pharmacy?

A. CVS Caremark's Specialty Pharmacy is a mail order facility dedicated to dispensing specialty medications. You will receive many additional services through CVS Caremark's Specialty Pharmacy. For example, access to pharmacist 24 hours a day, seven days a week, coordination of care between you and your doctor, convenient delivery directly to you or your doctor's office, and much more.

Q. If I am taking a specialty medication that has an active shelf life of only two weeks and I'm taking the medication on a daily basis (maintenance), exactly where does this fall in the realm of mail order and/or specialty medications? Would CVS Caremark send to me every two weeks since it has such a short life-span or would this need to get filled at the local retail pharmacy?

A. All medications classified as specialty would need to be filled through CVS Caremark's Specialty Pharmacy. CVS Caremark's Specialty Pharmacy is a mail order facility dedicated to dispensing specialty medications. CVS Caremark has the quality and safety procedures in place to ship medications as frequently as necessary. For specialty prescriptions that must be filled more frequently, such as every two weeks or monthly, you would pay your retail benefit copay for each supply. If your specialty prescription can be filled every 90 days, you would pay the mail order benefit copay for each supply.

TOBACCO TREATMENT PROGRAM AND COVERAGE

Q. Is both physician-prescribed and over-the-counter (OTC) medications covered under my prescription benefit?

A. Yes. Both prescribed or OTC medications are covered under the plan. A prescription is required for all OTC medications as well. Simply present your CVS Caremark ID card with your prescription at the local retail pharmacy, or use the mail order. Your retail or mail order benefit copays will apply. Please note that dependents age 17 and younger are not eligible for coverage.

Q. Do I need to participate in a tobacco dependence counseling program in order to be eligible for coverage?

A. No. However, we encourage you to ask your physician if participation in a group or individual tobacco dependence counseling program would also be of help with your quit attempt. The following dependence counseling programs are amongst those available:

- The New Hampshire Smokers' Helpline 1-800-Try-To-STOP (800.879.8678) is the gateway to free tobacco cessation services offered to New Hampshire residents.
- Group counseling programs that are offered in your local community, hospital and workplace setting.

Q. Do I still need to obtain prior authorization from CVS Caremark for Wellbutrin and its generics now that tobacco cessation medications are covered?

A. Yes. Wellbutrin and its generics are not approved by the U.S. Food and Drug Administration for tobacco cessation treatment, thus a prior authorization is still required.

CVS Caremark**Toll-free number:** 888.726.1630

Representatives available 24 hours a day, seven days a week (except Thanksgiving and Christmas)

Local Government Center**Toll-free number:** 800.527.5001

Representatives available 8:30 a.m. – 4:30 p.m. (EST) weekdays